



Multi-Factor Authentication (MFA)

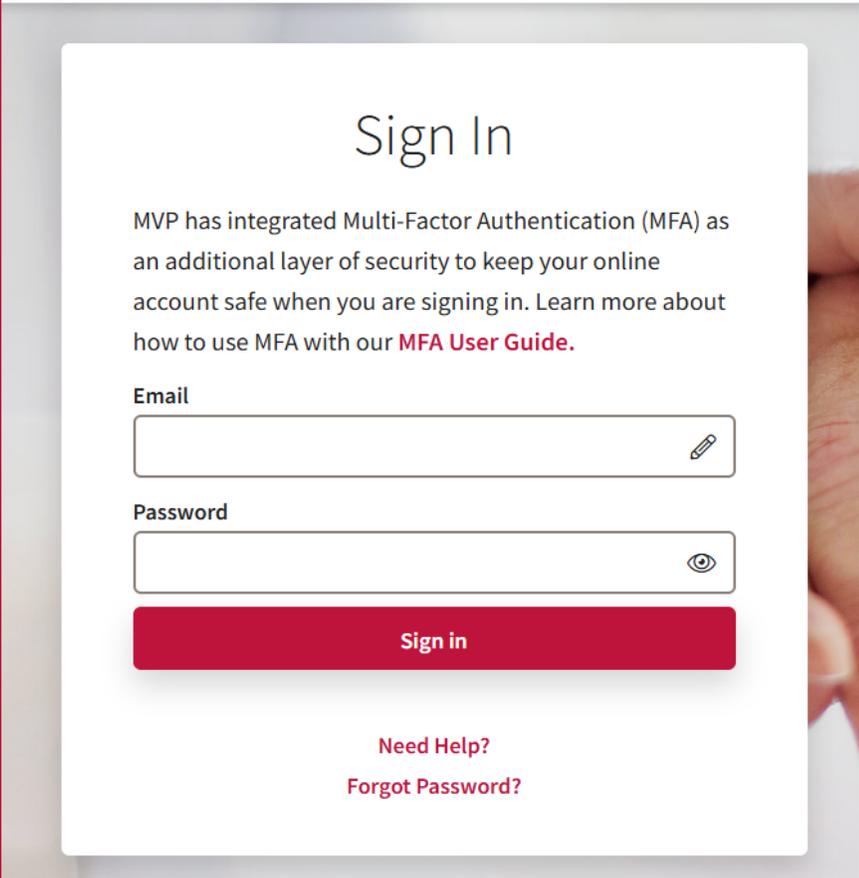
User Guide for Employer Groups and Brokers

MFA is an extra layer of security requiring multiple forms of verification to sign in to your online account, reducing the risk of unauthorized access and better protecting your data.

First Time MFA Setup

Initial Setup

- To get started, sign in to your **MVP Online Account** using your existing email and password credentials as you normally would.
- If you do not have an existing login for your account and would like to request one, please reach out to eSupport at **esupport@mvphealthcare.com**
- **Each account representative is required to have a unique user login to access their account**
 - If you are a broker/broker account representative, please reach out to MVP Broker Administration at **BrokerCustomerService@mvphealthcare.com** to request access for multiple users
 - If you are an employer group HBA/account representative, please reach out to your MVP Account Representative to request account access for multiple users

A screenshot of the MVP Sign In page. The page has a white background with a red border. At the top, the text "Sign In" is displayed in a large, dark font. Below this, a paragraph explains that MVP has integrated Multi-Factor Authentication (MFA) for an additional layer of security and provides a link to an "MFA User Guide". There are two input fields: "Email" and "Password". The "Email" field has a small pencil icon on the right, and the "Password" field has a small eye icon. Below the input fields is a red button labeled "Sign in". At the bottom of the page, there are two links: "Need Help?" and "Forgot Password?".

Sign In

MVP has integrated Multi-Factor Authentication (MFA) as an additional layer of security to keep your online account safe when you are signing in. Learn more about how to use MFA with our [MFA User Guide](#).

Email

Password

[Sign in](#)

[Need Help?](#)
[Forgot Password?](#)

Establish Your MFA Phone Number



This is the phone number that will be used for all future account authentication

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Protect Your Account

MVP has added Multi-Factor Authentication (MFA) as an extra layer of security to your online account.

Enter a phone number that you would like to use as your associated MFA method. A unique code will be sent to this number via text message or phone call, whichever is your preferred method, to verify your identity. If using text message, the code expires in **20 minutes**.

Important! This is the phone number that will be used for all future account authentication.

Country Code

United States (+1) ▾

Phone Number

Text Me

Call Me

[Start Over](#) | [Need Help?](#)

Please note that you will have to wait 60 seconds before you will be able to request a new code.

For assistance with multi-factor authentication (MFA), please contact our e-Support Help Desk at esupport@mvphealthcare.com or at 1-888-656-5695.

- After MFA has been implemented, you will initially be prompted to add a preferred account authentication phone number
- Enter a phone number that you would like to use as your associated MFA method
 - This is the phone number you will use to authenticate your account in the future
- A unique code will be sent to this number via text message or phone call, whichever is your preferred method, to verify your identity
 - If using text message, the code expires in **20 minutes**

Authenticate Your Account



You will be prompted to authenticate your account the first time you sign in for the day using your identified authentication phone number

Enter Verification Code

A verification code has been sent to +1 518-810-1501.
Please enter the code below. The code will expire in **20 minutes.**

Verification Code

[Continue](#)

[Send New Code](#)

Issues with your code?
Click [Send New Code](#) above to try again.

[Start Over](#) | [Need Help?](#)

Please note that you will have to wait 60 seconds before you will be able to request a new code.

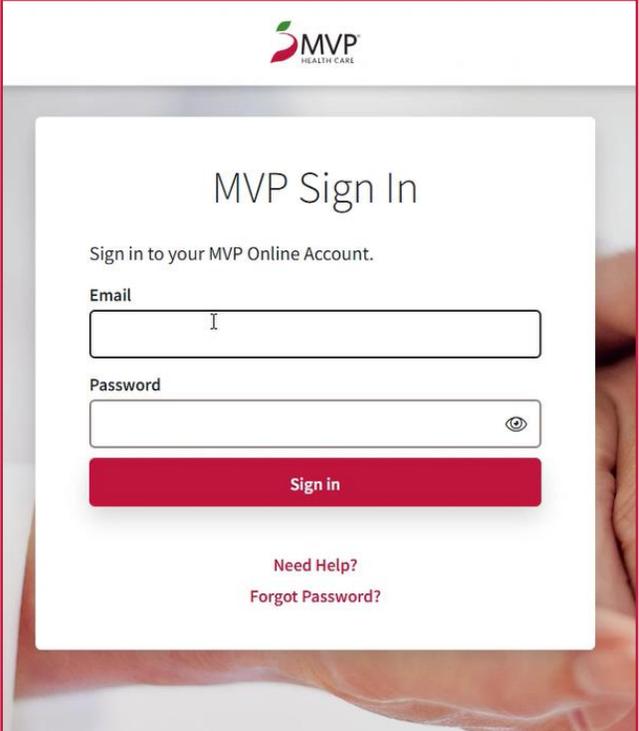
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- To complete your account authentication, enter the verification code that was sent to you via text or phone call and select "*Continue*"
 - *Please note that phone calls will come from Microsoft*
- Issues with your code?
 - To request a new code, select "*Send New Code*"
 - Please note that you will have to wait 60 seconds before you will be able to enter the new code
 - For additional assistance or to update your authentication phone number, please contact eSupport at **1-888-656-5695**

Daily MFA Sign In

Account Sign In & Verification

- Sign in to your **MVP Online Account** using your existing email and password credentials
- You will then be prompted to verify your identity via text or phone call using your established MFA phone number associated with your account
- To complete your account authentication, enter the verification code that was sent by text or phone call and select "*Continue*"

A screenshot of the MVP Sign In page. At the top right is the MVP Health Care logo. The main heading is "MVP Sign In". Below it is the instruction "Sign in to your MVP Online Account." There are two input fields: "Email" and "Password". The "Email" field has a cursor. The "Password" field has a toggle icon (an eye) to its right. Below the fields is a red "Sign in" button. At the bottom, there are two links: "Need Help?" and "Forgot Password?".

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MVP Sign In

Sign in to your MVP Online Account.

Email

Password 

[Sign in](#)

[Need Help?](#)
[Forgot Password?](#)

MFA Support

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1-888-656-5695

